



## Customer Agreement & Rental Policy

### Delivery Services

Delivery is front of house, outside or inside garage, first floor, or front entrance of venue. Delivery does not include set-up or breakdown of items. Set-up, if available, is an additional 30% fee. Renter shall have items ready for pick up at the same location items were delivered by **10:00am**. You will automatically be charged if the items are not in same condition (chairs stacked on dolly, glassware in crates, etc.) customer is to inform us upon arrival if something is damaged or missing.

### Linens | Caring for your Linens | Damages & Replacements

Linens are provided on hangers, labeled, and pressed. No candles are to be placed directly on the linen without an appropriate holder. Renter agrees to pay full replacement due to wax, mildew, or stains that cannot be removed (pics to be provided). Lost or damaged items will be billed at \$25 per linen. Soiled linens should be left out to dry before placing them in our linen bags along with hangers. Customer is to inform us upon placement of linens (via email or phone) if they are stained, damaged, incorrect size, or missing. We will do our best to help our customer day of should any of these issues arise.

### Table | Chair Rentals | Damages, Cleaning & Replacements

Customer will be billed a \$1.00 per chair cleaning fee if chairs are returned with significant mud, clay, paint or returned wet. Please note carts do not roll on grass or gravel. Should wheels on carts be damaged there will be a per wheel replacement cost of \$25.

### Glassware | Flatware | Dinnerware Rentals

All food service items must be returned wiped free of food. A \$50 cleaning fee will be assessed if items are returned with excessive food as determined by PTC Party Rentals. Broken glassware or china will be billed accordingly. Photos of damages will be submitted as proof upon request.

### Will Call | Pick up From PTC Party Rentals

Renter shall return items on Monday 9:30 am to 2pm. The customer understands that he/she is renting the equipment and accepting it on an "as is" basis. By accepting delivery or possession of the rental items, the customer acknowledges that they have personally inspected the rental items and confirmed receipt of all items listed in invoice. Customers picking up will need to load and unload their own vehicles. PTC cannot be liable for any damage to the vehicle. Customer is to inform us if not able to return on time or if something is damaged or missing.

## Weather Related Issues

Peachtree City Party Rentals does not issue refunds for any reason, including inclement weather. The client assumes all risks and hardships involved with having an outdoor event.

## Payment Terms

A valid credit card must be kept on file. The credit card will be used for damages, missing items, late fees, replacement fees, cleaning fees, or added services as outlined above. The credit card will be charged if changes are made the day of the event, such as added services, labor or additional items are requested or required. A \$30 fee is assessed on all returned checks.

## Renter's Responsibility

Renter assumes full responsibility of items upon possession. Renter takes full responsibility for proper set up of tables and chairs. Tables and chairs must be placed back on carts as delivered and at same location. **The renter agrees to hold harmless and indemnify Peachtree City Party Rental & Events against any damage or injury caused by the use of rental items to renter or any third party.**

## Deposits | Cancellations

A 50% deposit is required to secure your reservation. Deposits will be applied to balance which is due 21 days prior to pick-up or delivery. Any deposits paid are non-refundable within 30 days of the event date.

Cancellation of entire order must be done 30 days prior to event date via email. A 50% cancellation fee will be applied to any cancelled order. Any deposits paid are non-refundable 30 days before event date.

By signing below the renter is accepting the above terms and conditions for rental equipment provided by Peachtree City Party Rentals and Events, Inc.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### CREDIT CARD AUTHORIZATION:

Mastercard \_\_\_\_\_ VISA \_\_\_\_\_ Discover \_\_\_\_\_ Check/Other \_\_\_\_\_ Amex \_\_\_\_\_

Cardholder Name (as shown on card):

Billing Address:

Card Number:

Security Code:

Expiration Date:

Cardholder Zip Code: